

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

7

4111th BSB - Heidelberg

**Patron Group**

Active Duty

**Hear About MWR**

DISTRO

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

need more space for unit level softball teams to practice. all the practice times are taken by community teams and post teams. need more fields or at least allow unit level teams 1 hour to use the field instead of always bumping us for the special teams.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I like the services that are offered in the Heidelberg/Mannheim areas and I see nothing wrong with the way that they currently are established.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

no comments

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

My unit takes most of my time, and leaves me very little to spend with my wife. sometimes we will come off of a day shift, and then have to do platoon duty till 1800. Most days when I get off work I have enough time to Iron my uniform and shine my boots, or cook a meal and eat dinner with my wife, or watch a movie, maybe till the end. In other words I would love to use the MWR facilities on this post but am not given enough time to do it.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**



**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Heidelberb Bowling Center is an outstanding facility. It has an excellent staff.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Swimming Pool on Campbell Post in Heidelberg Germany would be great. I swim 5 days a week off post and it is costly! I enjoy the movie theater.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I feel that not enough activities are offered and distributed for single soldiers.  
 I feel the US Army Reserves are not being given the same access to MWR benefits and activities as the Active Army. AAFES is a disgrace when it comes to price and customer service, I always feel like I am getting ripped off when I shop there. And when requesting answers on prices or services you get the run around from not only customer service and cashiers but from management alike. It's like nobody knows what they are doing which doesn't go along way for instilling any confidence in their service.  
 Military Clothing sales is atrocious when it comes to ordering uniform items and getting a response back, every Soldier I know who has ordered clothing from them has had to wait approximately 1 year or more to receive simple items like 2 shirts or a single pair of Class A pants.  
 I would like to see better hours for the libraries and updated computers with memory stick access, DVD/CD access and printing capabilities enhanced.  
 The main fitness centers should be open 24hours a day like on the economy.  
 I would like to see more free concerts and trips.  
 DFAC with better food and they should be open with longer hours like the US Air Force Dining facilities some of them are open 24hours or at least until 2300.  
 AAFES needs a better selection of clothes, shoes, vitamins, supplements, and sporting equipment at it's stores.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Ice Hockey sponsored by MWR since there are many who like to skate and play and there are a large number of rinks in the area. Even if all MWR did was assist in spreading the word, it would benefit many who enjoy the game.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

The food at TGIF is lousy, especially for the price. The services offered in Heidelberg are lousy. You would figure that where the four-star hangs his hat is where the nice things to do would be. But not here ... no pool, other facilities are lousy either with product offered or service provided. MWR in Heidelberg ... didn't know there was any such thing.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Overall, because of the way our kasernes are spread out we must try to find the time to go from one place to another trying to gather information and plan activities. We need more advertiseennt about the many youth programs here in Heidleberg.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**



**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I would like for the heidelberg community with the help of mwr to establish a automatic batting cages for both softball and baseball, i would also like to see indoor or outdoor swimming pools set up at area fitness centers exclusively for military personnell and their family members, it gets expensive out on the economy as well as over crowded at city swimming pools, automatic batting cages, automatic batting cages, auto matic batting cages !!!!! patton barrack has room for put it on the back side of the gym... Michael A Frazier,SGT USA.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

This survey needs a comment section about the survey. It was entirely to long. I lost interest in completing it.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

### Overall Comment

One thing missing from all of this was capturing the opportunities to use MWR capabilities on post, but when folks like I chose not to. Travel is a good example -- we travel a lot, and sure, I could use the on post places or MWR hotels around the world, but we don't. We chose not to. Dragon Inn in Seoul is a great example -- ungodly expensive as compared to similar hotels in the immediate area. And I would not go all the way into Bavaria to stay in an MWR facility when on vacation with my family (TDY, sure, but not for leisure).

What would I like to see? An O Club. No kidding, an honest-to-God Officer's Club. I am a BQ CPT, probably from the tail end of folks who remember what they were like, and it's the one thing in the Army I miss the most.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

While I feel that all of the MWR programs that are offered are beneficial and important to the community I think that a lot of the programs are geared towards family members, rather than soldiers. For instance, the majority of the fitness classes are offered during the work day, or very close to the end of the work day or lunch break, making it difficult to attend. I feel the same way about the classes offered at the arts and crafts center and chapel events. More of the services offered need to be available during our leisure time, rather than during our work day.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

### Overall Comment

Over all I am very satisfied with the community in which I live. I do think that the BEQ/vrs. off-post policy for senior NCO and Field grade officers should be revised. There are SGT/ E-5 and E-6, O-1/LT O2/LT living in off-post housing very comfortable and nice conditions while some Senior NCO/ field grade officers reside in substandard BEQ/BOQ facilities.  
This is really the only thing I wish was revised and changed if possible.

JCH,  
MSG, USA

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

It would be nice if the USO would be open on Saturday rather than Wednesday.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Johnnie as well as a few others at the auto craft (Tompkins Barracks) is very knowledgeable and very helpful. However, the auto craft shop cleanliness needs some attention. Also the tools are very helpful but not always clean and serviceable. Recommend an inventory of tools and replacement of unserviceable tools.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

It is my belief that the Heidelberg MWR along with AAFES and DECA has made life in Heidelberg and the surrounding communities as easy as it could possibly be for somebody living overseas. And it is constantly continuing to improve. The Golf Course is the service I use most often, but I have friends who feel the same way as I do about the Tennis Courts, or the bowling alley or the Auto Skills Center. It was a please to complete this survey, thank you and keep up the great work.



**installationId**

7

411th BSB - Heidelberg

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

THE ATHLETIC PROGRAM AT THE CAMPBELL BARRACKS GYM IS AMONG THE BEST I HAVE USED WITHIN ARMY, AIR FORCE AND NAVAL INSTALLATIONS. THE ANNUAL FITNESS DAY PROVIDES A GREAT INTRODUCTION TO OFFERED PROGRAMS. THE YOGA COURSE IS GREAT.

I WOULD LIKE TO SEE THE TAI CHI PROGRAM BROUGHT TO CAMPBELL. IT IS TOO DIFFICULT TO GO TO TOMPKINS BARRACKS.

I RECOMMENDED A SIT UP IMPROVEMENT LOCATION IN THE GYM SEVERAL MONTHS AGO. I RECOMMEND THAT A 6 FOOT HORIZONTAL BAR ~6 IN ABOVE THE FLOOR BE INSTALLED IN THE OLD RAQUET BALL COURT. THIS WOULD SECURE THE FEET SO THAT SOLDIERS COULD TRAIN FOR THE SIT UP PORTION OF THE APFT WITHOUT USING AN ASSISTANT TO HOLD THEIR FEET. THIS HAS BEEN INSTALLED IN OTHER GYMNASIUMS THROUGHOUT THE SERVICES.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

### Overall Comment

I am a Navy Officer assigned to HQUSAREUR.

This is my first direct assigned tour with the US Army.

Basically there is a lot of MWR support for families and single soldiers, but my most salient concerns are:

\*Poor gym strength training equipment. Lack of operating hours at various sites. Campbell gym doesn't have the capacity to meet my needs...I wait on too many occasions for strength training/aerobic equipment. Why isn't Patton open on the weekends?

\*Youth sports services/athletic fields, equipment are the worst I have seen in 19 years!? More effort needs to be put forth to refurbish sports fields and gyms...Volunteer coaches and referees give 100% to the kids and it is appreciated, but youth sports in Germany is at best, "better than nothing..."

\*Gym staff at Campbell gym are just flat unprofessional and rude! Too many run ins with staff over small issues. Staff are confrontational and don't support my efforts to achieve fitness...?

\*Fix the lockers in Campbell/Patton...I have had 4 breakin's in my locker and have had money and personal affects stolen. Gym Staffs' comments to me when I reported incidents/had concerns..."Well...Didn't you read the signs...What do you want us to do...?!"

My family and I depend heavily on MWR for quality of life, especially overseas...I have been overseas now for over 6 years in other areas of Europe and the Middle East and can say from my perspective that Army Europe doesn't measure up to other services' MWR programs?

On most occasions, MWR Army Europe is more of a detracton than enhancement to my family's QOL.

Thank you.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I would like to see an on-post swimming pool and a gas station. Many of the on-post playgrounds and recreational services have too many unsupervised children. I would like to see larger fines for parents who do not supervise their children.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Improvement of the outdoor car wash at Patton Barracks. The current equipment is marginal at best. Need to add at least 2 additional paid washing stations. To many people need to wash their vehicles and not enough stations.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

### Overall Comment

MWR needs to offer more programs for Youth Serves. Trying to get my children into sports or any activity is hard because they are typically filled and I then go onto a waiting list. By the time they have a slot open then the season is almost over. So I either invest time and money for something that my children only use for a short period of time or don't enroll them into the program because it is to late.

Outdoor Rec needs to have longer hours and offer more trips.

The Gym hours need to be extended.

The staff at CLEOS were very helpful. I have 4 children that they were going to send to 3 different locations for care. They were able to move the youngest 2 to PHV and the oldest to SAS.

On a positive note, my two youngest children love PHV CDC. The staff is very concerned about their well being and growth. I know that they are being taken care of while I am working. They continually keep me informed of their day. Also, Mr. Thomas at MTV CDC is an outstanding care provider. All the children love Mr. Thomas. He is very involved with the children.

Also, School Age Services is outstanding. The staff are incredible. Mr. Mark, Ms. Susie, Ms. Rosario and Ms. Mag (just to name a few) are to be commended. My oldest children learn so much there. When I ask them how their day was, they refer to SAS. Again, I feel safe and secure knowing the quality of care my children are receiving.

I would like to see more recognition go to the staff at PHV and SAS

My main reason for staying in the military is knowing that my children are receiving quality care while I am at work.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Outdoor Recreation costs are too expensive and are not open on weekends. No on-post swimming available. No Officer's/NCO/Enlisted clubs!!!!

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

TGIFridays is a good concept, but the atmosphere isn't that great. The lighting and noise make it feel like a dining facility.



**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

### Overall Comment

Many of us who work on Nachrichten Kaserne are upset at the recent changes that have been made to the hours and to the food menu at the Recovery Room. The Recovery Room was a great alternative to the Dining Facility for lunch and dinner. Occasionally, I would order pizza for my section (\$150 just for lunch). The food was great and you could not beat the convenience.

Additionally, some of us like to stop off for a beer and a burger before heading home. This does not seem to be an option any more. Should the Recovery Room close, the daily patrons will not be going to another MWR club, they will take their beer consumption to another pub near the kaserne. They drop a great deal of money just in alcohol and slots. They would drop more if food aside from what can be cooked in the air fryer was offered. Again, should the satisfaction of the patrons continue to drop, they will take their business and money to the economy.

The current manager of the club is outstanding. He has made great improvements. Give him the support to continue to make the Recovery Room a place to look forward to visiting. He has great ideas, let him make you money!! Bring back lunch.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

### Overall Comment

1. need an indoor swimming pool for year round use.
2. Need better parking for use of gym facilities.
3. Need more information about scout programs.
4. Need better parking for arts & Craft facilities.
5. Need to go back to having the club system officer & NCO.
6. ACS needs to let people know all the things they provide.
7. Spouse needs to be made to feel more welcome in military community.
8. Budgets for MWR need to be made available..to include money from AAFES.
9. Local rules pushed on Rod & Gun need to be relaxed, very hard to get authorization to bring you guns over, expensive to leave them in the states & have to buy new ones here after the paperwork is completed.
- 10.This is the best arts & craft I have seen in USAREUR over the years.

Overall MWR is pretty good in Heidelberg! :)

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Would like to see more big names live in concert.  
More diversification in musical taste and styles.  
Largest market seems to be geared toward Hip Hop or Country.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

The fact that the gym closes on the weekend and early on thursday is not condusive to the needs of the intermural and community sporting events and practices.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

### Overall Comment

1. Coordination of sports programs need drastic improvement. Schedules are changed without notification, and tournaments are poorly managed. More equitable emphasis should be placed on various sports, and not just focus on basketball.
2. An Information, Tour, and Travel office would be great over here, considering most Americans are hesitant to venture off post for their needs. Alternately, Outdoor Recreation needs to increase its itinerary.
3. Camper rental would be a nice addition to Outdoor Recreation's inventory.
4. Concert offerings are few and far between.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

The MWR facility I use the most (library) seems to receive the least funding or attention. As far as the golf course, the last time I tried to even eat in the snack bar I was asked to leave because my shirt didn't have a collar, haven't gone back and probably never will.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I have been told that the BOSS program is only for soldiers. I'm a GS employee and would like to participate in the program. Is this possible?

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**



**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

They're talking about closing the Hospital Recovery Room, with this closed what will the soldiers and civilians do then. It's in a good location and the services are (were) good.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I would like to have more information posted about the Arts and Crafts center in the Herald Post or sent by emails. I would like to have more special nights/events planned at the Recovery Room at Nachrichtern Kaserne. I would like the library in Heidelberg opened up on more days. I would like more trips offered by ITR.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I work at the Heidelberg Hospital. The Recovery Room has little or no MWR management interest. Used to be that you could get food but now it is hardly offered. They run out of beverages often and sometimes close without notice - just leave a note taped to the door - CLOSED. This is our only club facility and it seems it has really gotten worse in the area of basic service. The bartender is doing his best but I feel the manager just doesn't care.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

TGI Friday's requires daily health spot checks for food preparation, storage and employee cleanliness.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I don't think my opinion should be used due to the fact that I don't really use the majority of the facilities and services listed. I'm more of a home body.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

7

4111th BSB - Heidelberg

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

No need

**Child Care Prog**

**ACS Concerns**

**Overall Comment**



**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I would like to see more partnerships with the greater Heidelberg (German community).

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

This Survey is a joke. The vast majority of activities mentioned are not available at Heidelberg or Mannheim. Examples (that I would like to see available are) fishing, motor sports, and horseback riding. All could be added (coordinated by MWR with local businesses) but are too much bother (for example: Outdoor Rec has offered one fishing course in two years. It was advertised on AFN the same weekend it was offered (not in advance). Then they acted surprised that they only had one student. They have never updated their website to show what is coming up in the future. The employees much prefer to drink beer and shoot the s\*\*t with their good ol'buddies instead of reaching out.

**installationId**

7

4111th BSB - Heidelberg

**Patron Group**

Civilian

**Hear About MWR**

Marketing Office

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

don't buy bowling equipment

**Bowl Least Prefer**

don't buy bowling equipment

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

7

4111th BSB - Heidelberg

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

inconvenient hours

**Overall Comment**

It's hard to find out what MWR programs are going on here in Heidelberg, and what is offered is lame and outdated--what a disappointment this community is. I am new to the community and was looking forward to Outdoor Recreation programs and finding out about ITR or Rec info for travel/trips--but there is NOTHING here is this community to provide me that info (other than USO, which is non-MWR and has very inconvenient hours anyway, only open during duty hours.) MWR needs to communicate better to inform customers about MWR programs; the flyers on bulletins boards approach is outdated and all the bulletin boards are a mess! No one sees/reads all those flyers/posters--the marketing office and program managers should stop wasting time and money and use different means to reach audiences--Web, opt-in emails, blogging, Podcasting, etc. I noticed you didn't ask any specific questions about the Pebble Reach mini golf--what a joke that is; whenever I have stopped by, the hours of operation show it should be open (to midnight) and yet it is closed long before that! Change the outdated signage or open the facility during the posted hours. The bowling center is also a mess--signage all over the place that is outdated and ineffective; "mini-flyers" on the tables don't cut it to promote programs--make the promotional materials readable for dimly-lit (Cosmic Bowling) environments and put it in plastic table tents! My family will be arriving soon and I am also concerned there isn't much for teens to do here--the youth center always looks like it is closed. MWR is critical to quality of life for Soldiers and families, but here is Heidelberg it just isn't cutting it. I will be going to other communities to find the outdoor recreation or other programs I need or want to participate in.

**installationId**

7

4111th BSB - Heidelberg

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

Not designed for Civilians

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

### Overall Comment

I would like to see the Rod and Gun Clubs remain an integral part of MWR's offered services. Fishing, hunting and sport shooting are activities more common to Americans, than any other nationality. The Armed Forces sends soldiers to shoot in the Olympics. USAREUR started with close to 60 Rod and Gun Club/Shooting Facilities; this number is now 6. Many of our young soldiers appreciate a Club atmosphere where they can socialize with their friends, participate in their favorite outdoor activities, and volunteer for community events sponsored by clubs (Easter Egg Hunts, Cook-Offs, Christmas Programs, etc). Depending on the area demographics, Rod and Gun Clubs can remain viable businesses, so long as they program as many special events as possible. Having a Pro Shop, Restaurant or a short-order bar and mess is a decision that should be made by the DCA (depending on local, off-post competition). Offering the soldier at least a range to shoot on (pistol, rifle, trap and skeet), rental firearms and ammunition, will ensure the best quality of life and net profits for the One Fund.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Patton Fitness Center needs a new basketball court floor.



**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

There is no entertainment or clubs offered for Dancing. The cost over all are to high for the normal solder.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Allow the MWR to run their activities at the BSB level and not centralize activites at the ASG level. Currently food is at the ASG level that prevents the BSB Commander from having input.

Also, the customers do not receive what they want.

MWR events require more emphasis on the family in general and not directed to the individual.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I have been in Germany for two years. Most activities checked on this survey took place in the Wiesbaden community. In order for my teenage daughter to bowl on a youth league, we had to go to Rhein Main, as the facilities were not adequate at WAAF and no program was offered.

I have not been in the Heidelberg area for long, but my family has used some of the facilities at Patrick Henry Villiage. I currently commute to Heidelberg, from Wiesbaden. Part of my decision making process in having my family move to this community will be directly associated to the MWR facilities that are available. Of particular concern are the hours for the auto skills centers in the area, as they appear to be lacking.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

There need to be more CYS activities for children younger than school age. It was very stressful with a young child and a husband deployed not to have more activities to join!

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Swimming.  
Horseback Riding.  
More Activities for School-Age Children- afterschool, vacations, and summer.  
Gas station and car wash.  
USO office.  
ITR office.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

### Overall Comment

Overall MWR Activities are great. They promote a strong sense of community and help families to be involved with their communities and to adjust to military life.

I do have some concerns about the quality of childcare that is offered. There is no incentive for employees or potential employees to advance or better themselves this inadvertently results in big changeover and causes inconsistency in CYS programs. CYS is continuously short staffed which results in inadequate care for the children. The children are sent in centers to be bitten, hurt, or neglected because of the large change over in the CYS programs and the continuance of staff shortages. Childcare is a necessity for families it is unfortunate that parents feel that they have no choice but to use facilities that the only requirement for staff is to have a pulse. Some incentive should be given to retain qualified and caring staff. MWR should recruit and retain personnel that want to work with children and definitely should do whatever is necessary to retain these individuals.



**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

The quality of the food, as well as the service, needs to be improved at TGI Fridays.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

MWR is Great! Where else can someone go without MWR support which meets my butget and needs?  
Thanks to MWR for a great weekends.